

## IN THE CLAIMS

Please amend the claims as follows:

1. (Amended) A device comprising:  
a telephone port for coupling to a telephone network; and  
a one or more processors coupled with the telephone port, wherein the one or more processors ~~is~~ are adapted to  
establish a ~~first~~ modem connection with each of a first plurality of modems over a ~~first one or more~~ telephone lines;  
~~establish a second modem connection with a second modem over a second telephone line;~~  
exchange data over the ~~first and second~~ modem connections ~~concurrently~~;  
place the ~~first~~ modem connection on hold from the exchanging of data to start a ~~first~~ hold session; and  
~~place the second modem connection on hold from the exchanging of data to start a second hold session;~~  
prevent the ~~first~~ hold session from exceeding an individualized first hold timeout time limit, wherein the modem connection is resumed at the conclusion of the individualized hold timeout time limit. ~~without the first modem connection being discontinued; and~~  
~~prevent the second hold session from exceeding a second hold timeout time limit without the second modem connection being discontinued, wherein the second hold timeout time limit is different from the first hold timeout time limit.~~
2. (New) A method comprising:  
establishing a connection with a modem over a telephone line;  
receiving a request for a modem on hold state;  
determining an individualized modem on hold time limit for the connection; and  
placing the connection in the modem on hold state in response to the request, whereby  
the modem on hold state is prevented from exceeding the individualized modem on hold time limit and the connection is resumed at the conclusion of the individualized modem on hold time limit.

3. (New) The method according to claim 2 including looking up the individualized modem on hold time limit according to a predetermined user profile associated with the connection.

4. (New) The method according to claim 2 including receiving the individualized modem on hold time limit according to information contained in the request.

5. (New) The method according to claim 2 including determining a response to the expiration of the individualized modem on hold time limit by either canceling the modem on hold state or disconnecting the connection.

6. (New) The method according to claim 5 whereby a user requests the response prior to the expiration of the individualized modem on hold time limit.

7. (New) A system comprising:  
one or more modems that send a modem timeout request over a telephone network, wherein the one or more modems temporarily cease communicating according to an individualized modem on hold (MOH) timeout limit associated with each of the one or more modems and in response to the modem timeout request.

8. (New) The system according to claim 7 wherein the one or more processors instruct the one or more modems to resume communicating at the conclusion of the individualized MOH timeout limit.

9. (New) The system according to claim 7, wherein an individualized user profile includes a predetermined user response to the individualized MOH timeout limits.

10. (New) An apparatus comprising:  
a network interface;  
a modem communicating across the network interface; and  
an endpoint device that sends a modem timeout request over the network interface, wherein the modem temporarily ceases communicating according to an endpoint specific timeout limit and in response to the modem timeout request.

11. (New) The apparatus according to claim 10 wherein the modem timeout request includes the endpoint specific timeout limit.

12. (New) The apparatus according to claim 10 wherein the endpoint device optionally sends a request for the modem to permanently cease communicating prior to or at the conclusion of the endpoint specific timeout limit.

13. (New) A method comprising:  
establishing a modem communication session over a phone line;  
sending a request for a modem on hold timeout;  
establishing a non modem communication session over the phone line;  
terminating the non modem communication session; and  
resuming the modem communication session at the conclusion of an individualized modem on hold timeout limit.

14. (New) The method according to claim 13 including sending the individualized modem on hold timeout limit according to information contained in the request.

15. (New) The method according to claim 13 including optionally sending a request to terminate the modem communication session prior to or during the non modem communication session.

16. (New) A system for managing modem connectivity, the apparatus comprising:  
means for establishing a modem connection for each of a one or more modems;  
means for determining a connection specific hold timeout limit for each of the one or more modems; and  
means for placing each of the one or more modems in a modem on hold state.

17. (New) The system according to claim 16 including a means for maintaining the modem connection at the completion of the connection specific hold timeout limit.

18. (New) The system according to claim 16 including a means for retrieving a user profile to determine the connection specific hold timeout limit.

19. (New) The system according to claim 16 including a means for optionally canceling the modem connection prior to a completion of the modem on hold state.

20. (New) A computer-readable medium containing a program for managing modem sessions, the program comprising:

instructions for establishing a modem session for each of a one or more modems;

instructions for determining an individualized modem on hold timeout limit for each of the one or more modems; and

instructions for placing the one or more modems in a modem on hold state.

21. (New) The program according to claim 20 including instructions for determining the individualized modem on hold timeout limit according to a predefined modem specification associated with the modem session.

22. (New) The program according to claim 21 whereby the individualized modem on hold timeout limit is received from the modem.

23. (New) The program according to claim 20 including instructions for responding to an expiration of the individualized modem on hold timeout limit by either canceling the modem on hold state or disconnecting the session.